Thomas J. Vilsack, Governor Sally J. Pederson, Lt. Governor

Mollie K. Anderson, Director

## **MEMORANDUM**

TO: Department Directors, Elected Officials, Financial Managers and

**Customer Council Members** 

FROM: Mollie Anderson

**RE:** New Marketplace Service and Rate Information – Enterprise Fax Service

DATE: December 11, 2006

Effective January 2, 2007, DAS will offer customers an enterprise fax service that integrates with current Exchange email installations. This is a server-based solution that operates from the ITE data centers, and can be used to address both high and low volume fax needs.

Enterprise faxing is a service that allows for fax communication to groups of people or entire departments. Customers can purchase a solution based upon their needs without needing to enable every desktop or employee.

Outgoing faxes can be sent from the user's desktop using an installed software program or an Outlook email client. The centralized fax server then delivers the faxes to the recipients electronically. A copy of the outbound fax is saved in the Sent Items for that user's recordkeeping, and a confirmation will be emailed to the user upon successful completion of the fax transmission.

Solutions for inbound fax routing can also be configured to deliver inbound faxes to the e-mail Inbox of the designated users. Because arriving faxes are in an electronic format, the user can save them wherever convenient. Search tools will be able to quickly locate faxes along with other electronic documents, and the department will actually save money currently being spent on paper, toner and fax machine maintenance.

Pricing is based upon message volume at twenty-eight cents per page, plus long distance charges (if any). This service does require that the customer be using an Exchange Server mailbox. For more information about this service, please contact Kevin Miller (Kevin.miller@iowa.gov) or 515-242-5941.